

KIDSCARE ELIGIBILITY DETERMINATION

Request for Proposal (RFP) YH07-0044

QUESTION AND RESPONSE FORM - Round 6

Question #	Section	Paragraph #	Page #	Question	Response
1	Scope of Work & Attachment B	2.0	5, 84	Are employee benefits, facilities, and hardware & software costs included in this budget of \$4.46 M?	Employee Benefits are included in the line entitled "Employee Related Expenditures" on page 84. Facilities expenditures are found on page 85 in OOE in the "Rent" and "Repair and Maintenance" lines. The KidsCare eligibility unit does not currently have a budget for new hardware or software.
2	Scope of Work	2.4.1	6,7,8	Will the contractor be required to use KOFAX or can vendors recommend alternate technologies?	KOFAX must be used.
3	Scope of Work	2.4.1	6	Would AHCCCS provide screen shots of all the screens?	The Power Point presentation used at the demo is being added to the Bidder's Library. The KidsCare ACE Procedures manual with screen prints is already in the Bidder's library.
4	Scope of Work	3.0	8	What are some of the major challenges in the current ACE system that the contractor should expect to deal with? What areas of improvement are of greatest concern to current eligibility workers and program management staff?	The KidsCare component of ACE has been very stable. There are always production problems for isolated situations under development, but no major problems.
5	Scope of Work	3.0	8	What are the major sources of errors in determining eligibility?	Earned Income and the failure of customers to report changes.
6	Scope of Work	3.0	8	What is the current error rate in determining eligibility?	See Bidder's Library under Performance Results/Reviews.
7	Scope of Work	3.0	8	Do helpline staff log call information received from a member in both ACE and CCTS or only in CCTS?	See Round 1, question 2.

8		Scope of Work	3.1.1	9	Please clarify the definition of an "electronic application." Can an electronic application be received by email, by web, or both?	See Round 1, question 13.
9		Scope of Work	3.1.1	10	Please clarify the process for generating and mailing manual decision notices.	Manual notices are created from Word templates that will be made available. Regarding mailing of notices, see Round 1, question 5.
10		Scope of Work		9	Does AHCCCS track the number of duplicate person/case records? If so, what is the number of duplicate person records or case records created per month? What is the process for identifying and correcting duplicate person or case records?	Although duplicate case records do occur, AHCCCSA does not track the number created. When a duplicate record is identified the AHCCCS Tech Service Center will be responsible for resolving it.
11		Scope of Work	4.0, para. 2	13	How does the contractor send premium payments received to DBF? Through regular mail or some other way? What is the current volume per month of payments coming to the office that needs to be forwarded to DBF?	Payments need to be delivered to AHCCCS-Division of Business and Finance, Premium Billing Unit by the next business day. The contractor can use whatever means complies with that requirement. There are approximately 200 payments dropped off at the KidsCare office monthly or about 10 per day.
12		Scope of Work	5.0	13	Can the AHCCCS please describe what is meant specifically by "secure e-mail." If "secure e-mail" is defined as encrypted e-mail will the State expect or simply "encourage" the contractor to communicate with customers through encrypted e-mail?	AHCCCS expects the Contractor to use encrypted email if they contact customers by email.
13		Scope of Work	5.2.3, para. 2.	13	Regarding postage for the materials listed, the Cost Related Statistics sheet in the bidder's library (Jan-Dec 2006) separates bulk mailing vs. postage. Please clarify if those two categories represent first class vs. bulk rate or if bulk mailings include more than postage.	The information in the Bidder's Library has been updated.
14		Scope of Work	5.3, para. 4	15	Can mailings be tracked through the State systems? If so, what metrics about the mailings are collected and stored in the systems?	Forms and notices that are produced in ACE are tracked in ACE at the case level. Aggregate metrics are not tracked.
15		Scope of Work	5.3, para. 4	15	Please provide the number of NON SYSTEM generated (ad hoc printed) mailings per month. Please provide details on whether they are double sided, mailed or batch mailed, first class postage, type of envelopes, with return envelopes. If return envelopes are used do the envelopes have return postage on them? This information is used to better determine pricing due to mailing & postage.	See Round 1, question 5 and Round 2, question 3 regarding statistics related to mailings. The rest of the specifications listed are at the discretion of the Contractor.
16		Scope of Work	6.1, para. 5	16	How many complaints or grievances are received per month?	See Round 5, question 7.
17		Scope of Work	6.2, para. 2	17	How many pre-hearing appeals meetings do the contractor/eligibility personnel conduct per month?	See Bidder's Library under Statistics.
18		Scope of Work	7.0	17,18,19	Please provide copies of the current reports pertaining to performance metrics tracked today.	See Bidder's Library under Performance Reviews/Results.
19		Scope of Work	7.0	18	What is the average handle time (minutes or seconds) of a call (including wrap time or data entry of the information received)?	The average handling time is 4:47 minutes.
20		Scope of Work	7.0	18	Please provide recent telephony reports for RFP scope evaluation.	See Bidder's Library under Communication/Call Center and Statistics.
21		Scope of Work	8.0	19	Can AHCCCS please provide a current customer satisfaction survey? What is the survey methodology used and how often are members survey?	See Bidder's Library under Communication/Call Center.
22		Scope of Work	9.0	20,21,22	Can you please provide sample reports that are generated from ACE? We know that much of this data is provided in consolidated reports in the Bidder's library, but it would be very useful to see the actual report layout, format and data contents of the reports from ACE.	See the ACE Reports Manual in the Bidder's Library.

23		Scope of Work	9.2 table	21	Regarding the Monthly Eligibility File Reviews that summarizes the results of the monthly review of eligibility cases processed by the Contractor's employees. Is there a sample of this report available? Does this report about the number of applications processed or a written summary regarding the number of applications processed and any issues regarding the applications processed?	This report is a summary of quality assurance reviews completed by Contractor staff. We have no sample; the Contractor needs to develop this.
24		Scope of Work		22	Will AHCCCS select and fund the external auditor responsible for the completion of an annual Statement on Auditing Standards (SAS) No. 70 Service Organizations Examination? Or will the selection of the firm and funding of the audit reside with the contractor?	This requirement has being deleted from the RFP (see solicitation amendment 1).
25		Scope of Work	10.2	24	Would AHCCCS consider a co-location of the contractor's office/call center in a state owned building or a state location? If so, who or where should prospective contractor's contact?	If interested, contact Michael Veit, 602-417-4762
26		Scope of Work	10.2	24	Please explain the statement- preclude the Contractor from using alternative staffing models for the provision of contract services (locating staff outside of Phoenix, using virtual offices). Since key personnel are required to be in Phoenix, what alternative staffing models are allowable?	Key personnel are required to be located within 10 drivable miles; other personnel could be located at offices or virtual offices in other areas of the state.
27		Scope of Work	10.5	26	Please provide a sample of the AHCCCS security paperwork and user affirmation statements that the Contractor is required to sign.	See Bidder's Library under Forms.
28		Scope of Work	10.5.3	28-29	The RFP states specifications for workstations, networks and other hardware. If the Contractor's solution meets or exceeds the requirements of the system but does not match the exact specifications in the RFP, is that acceptable to AHCCCS?	Yes, if the Contractor's hardware/software solution is deemed compatible by AHCCCSA (see solicitation amendment 1).
29		Special Terms and Conditions	16.0	62	Do we need to complete and include Exhibit E: Performance Bond with our proposal?	No, the exhibit does not need to be included with the proposal. See Section 16.1(b) under Special Terms and Conditions.
30		Special Terms & Conditions	17.5	65	Do we need to complete and include Exhibit F: Certificate of insurance with our proposal?	No, the exhibit does not need to be included with the proposal. See Section 17.5 under Special Terms and Conditions.
31		Follow up to July 26 demo			Can AHCCCS provide the process work flows for the ACE system?	This was demonstrated in the ACE demonstration. The standard path versus the ad hoc path are referenced in the Power Point presentation that is in the Bidder's Library under System.
32		Scope of Work	5.3	15	What adjustments would AHCCCS make for increases in postal rates during the term of the Contract?	Typically, AHCCCSA does not receive legislative appropriation increases for postal increases, therefore, AHCCCSA could not pass on increases to the contractor. The Contractor is encouraged to constantly look for ways to streamline their operation in the face of rising costs.
33		Scope of Work	7.0	17, 18, 19	What is the mechanism to confirm that the Contractor's performance metric data aligns with AHCCCS' performance metric data? How may the Contractor present information to ensure they have satisfied performance measures?	Upon request, AHCCCSA will provide the Contractor with the data used to calculate the performance measures related to timely disposition of applications and renewals and the accuracy of eligibility determinations. The Contractor will be responsible for calculating and providing the performance metric data to AHCCCSA related to accessibility of customer service line and response. The Contractor shall propose to AHCCCSA how it plans to measure and report these two performance metrics to AHCCCSA.
34		Scope of Work & Uniform Terms & Conditions	12.0, 1.3, 9, 18	31-33, 34 49-51	Would AHCCCS agree that if statutory or regulatory changes impact contract scope, performance, and payment, then AHCCCS must equitably adjust Contractor's compensation?	AHCCCSA agrees that we should evaluate the impact of statutory or regulatory changes on contract scope, performance and payment. The Contractor is encouraged to constantly look for ways to streamline their operation in the face of rising costs.
35		Uniform Terms & Conditions	1.4.2; 33	48, 51, 65	Would AHCCCS clarify that contract amendments require the consent of both parties to the Contract?	Not in all cases will it require the consent of both parties.

36		Uniform Instructions	5.6	39	Would AHCCCS clarify that invoices may be faxed?	Original invoices are preferred to ensure AHCCCSA has the most current billing.
37		Uniform Terms & Conditions & Special Terms & Conditions	6 & 21; 18	48, 51	Would AHCCCS exclude personnel records – which contain sensitive employment information – from the scope of audits, inspections, and reviews?	No, the Arizona Revised Statutes preclude any rule of procedure that can limit the authority of the state to exercise its audit rights under ARS 35-214.
38		Uniform Terms & Conditions & Special Terms & Conditions	6 & 21; 18	48, 51, 65	Would AHCCCS provide notice of audits, inspections, and reviews at least 10 days in advance?	AHCCCSA cannot set a predefined limit of notification of audit and or inspection. AHCCCSA will make every effort to provide a reasonable notice; however, Special Term and Condition #18 will not be altered.
39		Uniform Terms & Conditions	20.1	51	Would AHCCCS provide the Contractor with the right to consent to the settlement of any claim for which the contractor must indemnify AHCCCS? Absent of this right, accurately accounting for the risk of indemnification will be enormously challenging and may result in a higher risk-adjusted price for AHCCCS.	No.
40		Uniform Terms & Conditions & Special Terms & Conditions	34; 14	53, 61	May the Contractor retain ownership of standard operating procedures?	Yes, the Contractor may retain ownership of their standard operating procedures.
41		Uniform Terms & Conditions	46	55	Would AHCCCS clarify that, if AHCCCS terminates without cause, AHCCCS must reimburse Contractor for start-up costs, lease-termination fees and expenses, and costs associated with employee terminations?	If a termination without cause were invoked AHCCCSA would negotiate the termination costs with the Contractor.
42		Uniform Terms & Conditions & Special Terms & Conditions	47.1 & 22.2	55, 68	May Contractor have 30 calendar days to cure a breach of contract?	Although AHCCCSA reserves the right to terminate the contract as set forth in Section 22 of the Special Terms and Conditions, Section 19 of the Special Terms and Conditions describes other actions AHCCCSA may take in situations of noncompliance with contract requirements. This includes issuing a Notice to Cure. The time within which the Contractor will need to come into compliance will be determined on a case by case basis and will be specified in the Notice to Cure.
43		Uniform Terms & Conditions	49	56	Would AHCCCS agree to mediation, instead of arbitration, for resolution of disputes?	The State requires the use of arbitration by AHCCCSA.
44		Special Terms & Conditions	12.0	60	Except with respect to protected health information, would AHCCCS agree to customary exceptions to Contractor's obligation to keep information confidential, such as (i) publicly available through no act of recipient, (ii) already in possession, (iii) rightfully received from third party, (iv) independently developed, or (iv) required by judicial or government order to disclose?	For information other than PHI, AHCCCSA can agree that a release of confidential information is permissible pursuant to judicial or governmental order, but only if the Contractor has notified AHCCCSA of the receipt of the order in sufficient time for AHCCCSA to intervene in the judicial or administrative proceedings if AHCCCSA deems it necessary. Otherwise, no other exceptions are permissible. Even when information is publicly available, already in the possession of another, or independently developed, the Contractor cannot confirm or deny the accuracy of the information without appropriate consent.
45		Special Terms & Conditions	16 & 17	61-62	What financial assurances other than bonds would AHCCCS accept, if any? Bonds cost the AHCCCS money because contractors must include credit support fees in pricing. Additionally, ambiguity in payment terms associated with bonds usually results in litigation. Finally, other methods better protect the AHCCCS against poor performance, including excellent contractor qualifications, thorough testing of systems, and financial penalties for delays.	Only bonds are acceptable.
46		Special Terms & Conditions	17.4	64	May the Contractor, instead of the insurance company, provide notice that an insurance policy has been suspended, voided, canceled, or reduced in coverage?	No, a notice from the Contractor will not be acceptable. AHCCCSA requires the issuer to provide the notification.
47		Special Terms & Conditions	19.3	66-67	Does AHCCCS have objective criteria for determining how monetary sanctions are imposed? If so, can AHCCCS provide them?	The criteria that AHCCCSA will use are set forth in Section 19.3 of the Special Terms and Conditions.

48		Special Terms & Conditions	23	69	If contractor chooses not to extend the term of the contract, would AHCCCS reimburse Contractor for costs associated with transition of services to a different contractor?	No, the provision of transition-related activities is a requirement of the contract, and therefore, AHCCCSA will not pay the Contractor any additional monies beyond the payment amount agreed to in the Contract.
49		Special Terms & Conditions	24	69	Would AHCCCS require Contractor's consent, not to be unreasonably withheld or delayed, for month-to-month term extensions at the end of the term?	Yes, AHCCCSA and the Contractor would mutually need to agree to the month-to-month extensions. Any contract extension will require a formal contract amendment.
50		General			Would AHCCCS indemnify contractor for AHCCCS's breach of contract, negligence, recklessness, intentional misconduct, or intellectual property infringement?	No, AHCCCSA cannot indemnify any Contractor.
51		General			Would AHCCCS limit the Contractor's liability to the amount of the Contractor's revenue under the Contract?	No
52		General			Would AHCCCS agree that neither party will be liable to the other for any special, indirect, incidental, consequential, punitive, or exemplary damages?	No
53		General			Would AHCCCS agree to allow Contractor to terminate for cause before expiration after providing AHCCCS with 30 days notice and the opportunity to cure a default?	A 90 day notice is required for a Termination for Convenience.
54		General			Would AHCCCS provide Contractor with the right to terminate before expiration without cause upon 90 days notice?	If it was in the best interest of the State.